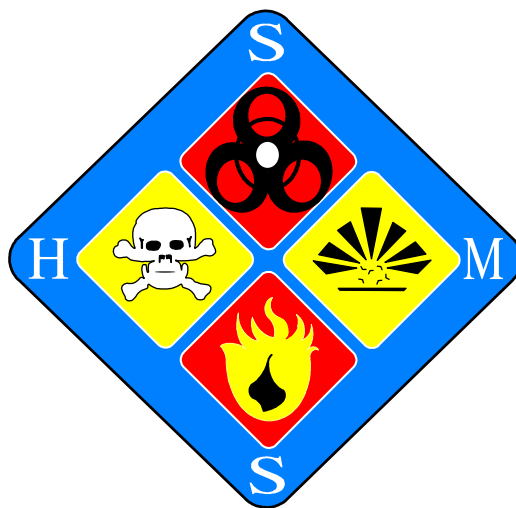

ARMY HAZARDOUS SUBSTANCE MANAGEMENT SYSTEM (HSMS)



Training Plan

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U.S. Army Environmental Center
ATTN: SFIM-AEC-ETP
5179 Hoadley Road
Aberdeen Proving Ground, MD 21010-5401

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1.0 INTRODUCTION

This document describes the Training Plan for the U.S. Army Hazardous Substance Management System (HSMS) Program. Training categories include orientation, functional and technical. The Training Plan is designed to ensure quality and standardized training for all HSMS users.

This plan supports the training requirements established by the Army Environmental Center (AEC) in coordination with Project Office-HSMS (PO- HSMS), the U.S. Army Corps of Engineers (USACE), the Army Logistics Management College (ALMC), HSMS programmatic support contractor, functional contractors, and any other organizations as required. AEC has developed a Program of Instruction (POI) for each course to support this training mission. The Training Plan will detail the HSMS Training Program's goals, strategy, approach, requirements, materials, administration, and course descriptions.

The Army HSMS Program is comprised of two integrated components, hazardous material and hazardous waste (HM/HW) business practices and the HSMS software. Two primary support elements, **functional** and **technical**, are in place to help installation's coordinate HSMS implementation.

- The functional element assumes responsibility for coordinating Program implementation activities including presenting the program fundamentals, reviewing and establishing business practices, HSMS software, identifying and collecting data for the HSMS software database, and training users how to process daily transactions USING the HSMS software.
- The technical element addresses automation requirements including setting up and integrating the hardware/software at each installation and ensuring that APPLICATION database managers are properly trained to maintain the hardware, software, and database.

1.1 Purpose

The purpose of this plan is to identify the functions and responsibilities necessary to implement an effective training program. HSMS training encompasses all elements of the HSMS program, including business practices and software. The Training Program is designed to educate users regarding the benefits provided from implementing a centralized Hazardous Material Management Program (HMMP), how to implement such a program, and how to utilize the HSMS software.

1.2 Applicability and Scope

This plan applies to continental US (CONUS) and outside the continental US (OCONUS) Army installations utilizing, or preparing to utilize, HSMS for cradle-to-grave tracking of hazardous materials.

2.0 GOALS

Through establishing a standardized approach to training the HSMS Program will benefit and be more successful in accomplishing the program goals. The HSMS Training Program goals are designed to:

- deliver high quality training for HSMS users and Application Database Managers (ADBM's);
- tailor the training to the skills and categories of the personnel to be trained while still promoting systematic, standardized training;
- improve training materials and instruction based on student feedback;
- ensure the overall success of the HSMS Program; and
- provide sustainment training at a centralized location for Army installations using HSMS.

The entire HSMS community is responsible for improving the Training Program through feedback via course evaluations and by recommendations for course improvement directly to the AEC Training Coordinator.

3.0 TRAINING COMMITTEE

The HSMS Training Committee is ultimately responsible for upholding the goals of the Training Program. The committee was established as a centralized group of experts responsible for ensuring that HSMS users are able to obtain the training necessary for understanding and operating the various aspects of the HSMS Program and software. The committee is comprised of representatives from AEC, PO-HSMS, USACE, ALMC and the HSMS programmatic support contractor.

The Training Committee will meet on a quarterly basis to discuss program training requirements. The committee will determine a standardized approach to training, evaluate current training courses, recommend improvements to the POIs, and determine future training requirements.

4.0 PROGRAM RESPONSIBILITIES

To ensure the success of the HSMS Training Program responsible parties such as AEC, the Training Committee, functional contractors, and Installation Project Officers (IPOs) must actively participate in the program. The following are designated responsibilities:

The AEC will ensure that:

- ADBM and Functional User Training – Sustainment (FUT-S) courses are scheduled at regular intervals;
- ADBM and FUT-S courses are publicized in the Army HSMS newsletter; HSMS Webpage; through the HSMS CAO; USACE and functional contractors;
- training evaluations are reviewed and suggested improvements are incorporated into training;
- a response is provided to course attendees regarding course evaluation comments;
- regular review and update of course materials is conducted to ensure the most current program information is presented throughout the training curriculum and HSMS community.

The Training Committee will ensure that:

- POIs for all training courses remain updated, as needed and that updated training materials are accessible to all functional contractors;
- materials used in support of the HSMS training are reviewed and approved; and
- training related problems and issues are identified and resolved in a timely manner.

The Functional Contractors will:

- conduct Workgroup Orientation (WGO) and FUT, in accordance with the POI, on-site at the installation;
- achieve a balance between using the HSMS Program POIs and meeting the installation's needs;
- ensure all training material is presented and understood by course participants.
- Provide feedback to the AEC Training Coordinator regarding course improvements.

The IPO will:

- read the HSMS Training Plan;
- disseminate training information as needed to their installation HSMS Working Group, ADBM and functional users;
- work with the functional contractor to ensure that the installation's training needs will be met;
- secure classroom sites, attendees, and dates for WGO and FUT; and
- assist the HSMS Working Group in obtaining a qualified ADBM and ensure he/she enrolls in the ADBM training course.
- ensure that new ADBMs and functional users are trained.

5.0 STRATEGY

The HSMS training strategy is focused on providing the HSMS users and managers with a knowledge base and a means to become familiar with the functionality and features of the software and hardware, as well as assist users with their responsibilities and duties in implementing the HSMS program. The majority of training will be delivered using the instructor-led hands-on methodology. Through providing comprehensive training, the necessary skills and concepts will be made available to the functional users. Consideration will be given to the diversity of the students' background and potential knowledge base during course development or update.

Four types of training are provided for HSMS users: orientation, functional, technical, and software upgrade. Each training course is described in detail in Section 7.0 of the Training Plan. To carry out this strategy the following training will be provided:

5.1 Types of Training

- **Orientation Training** - Work Group Orientation (WGO). WGO provides a HSMS Program overview with introductions to a HMMP, HAZMART, and HSMS software. The functional contractor on-site at the implementing installation teaches WGO. Students receive orientation instructions through slide presentations, technical demonstrations, and question and answer sessions. WGO focuses on individual installation needs and helps the HSMS Working Group evaluate the state of their current HMMP.
- **Functional Training** - Functional User Training (FUT) is held either on-site or at a leased computer training facility. FUT is designed to provide designated installation users the procedures for navigating through the HSMS application and an overview of the software functionality. FUT is designed to meet the specific needs of the installation. FUT is presented by the functional contractor immediately after HSMS hardware/software install during HSMS implementation. FUT uses slide presentations and hands-on training activities to educate users about HSMS transactions. Following FUT, HSMS becomes an active system at the installation and the trained users begin tracking hazardous materials with the software. Implementing installations are responsible for providing adequate computer training facilities for FUT.
- **Functional User Training – Sustainment (FUT-S)** is a new (FY01) additional hands-on user training that is available to installations that have implemented HSMS. FUT-S is conducted at AEC Computer Training Facilities located at Aberdeen Proving Ground-Edgewood Area, Maryland. FUT-S is designed as non-installation specific hands-on user training that is geared toward new users or users looking for refresher training on the functionality of the HSMS software. FUT-S instruction includes all HSMS software modules. FUT-S provides installations with a mechanism to help train personnel who are new to the program due to personnel rotation and support for advanced learning initiatives.
- **Technical Training** - ADBM training presents in-depth instruction on the HSMS architecture, data diagrams, oracle database, crystal reports, security and application module features. ADBM training is held at a centralized location. ADBM's learn database management requirements, application support duties, and ad hoc report writing.

- **Software Upgrade Training (SUT)** is designed to provide training for new versions of the software. Both functional and technical topics are covered in SUT. SUT is subject to change based on software evolution and user requests. SUT is designed to ensure that all new versions of HSMS are understood and implemented correctly.

5.2 Assumptions

The plan for training implementation is based on the following assumptions:

- Each site will have a designated POC to identify installation training requirements.
- Government provided classrooms with adequate facilities (such as desk, chairs, whiteboards) will be available at each site in sufficient quantity to enable all required training to be completed.
- Students identified for training at a site will not have conflicting work assignments and will be dedicated to training daily for the duration of each training course.

5.3 Locations

ADBM training is not presented at the individual installation. ADBM training is held at an AEC approved computer training facility.

WGO and FUT are held at the individual installation. The functional contractor provides an instructor to present the POI to all designated HSMS users or administrators. The installation is responsible for identifying these individuals prior to the training. The installation is also responsible for providing adequate facilities and computer training facilities for both WGO and FUT.

FUT-S is held at an AEC approved computer training facility.

SUT is held at an AEC approved computer training facility.

5.4 Length

Each POI provides suggestions as to how long the course material will take to be presented. The instructor may alter the time requirements depending on class needs. No portion of the POI may be omitted without prior approval by AEC.

5.5 Instruction

HSMS training courses include presentations, support documentation and hands-on exercises. Instruction is always user-oriented and discussions and questions encouraged. Instructors are required to follow the AEC approved POI for each course. Instructors should improve presentation materials and style based on course evaluations. Changes outside the POI will be sent to AEC for approval and to ensure their incorporation into the next version of the respective POI.

5.6 Prerequisites

It is important that attendees become familiar with course prerequisites for the various training courses. HSMS implementation is a phased approach requiring personnel to acquire program knowledge in a step-by-step manner. The AEC, Functional Project Officer's (FPOs) and functional contractors are qualified to assist IPOs in choosing the appropriate attendees for all of the training courses. Special attention should be paid to ADBM selection since this course requires specific prerequisites for attendance.

5.7 Presentation Materials

AEC will ensure presentation materials are standardized for all HSMS courses in comprehensive POIs. All functional contractors providing HSMS instruction will use the established POI for the appropriate course. Instructors must cater to the needs of the installation to ensure training materials are understood and relevant. All portions of the POIs, however, will be presented unless otherwise approved by AEC.

Each HSMS POI contains lesson plans with length of time suggestions, presentation techniques, presentation materials, prepared support documentation, and hands-on exercises required to achieve the stated course objectives. The POI contains guidance information for the instructors. Instructors may obtain POIs from AEC.

All attendees receive presentation materials and supporting documentation for the respective course. Details for each course are found in Section 8.0.

5.8 Certification

A certificate of completion will be awarded each attendee who shows he/she understands the concepts and/or can perform the tasks associated with each POI. This certificate will be signed by the instructor and serve as official record that the attendee received HSMS training.

6.0 QUALITY ASSURANCE AND QUALITY CONTROL

HSMS training courses will be regularly evaluated for quality and effectiveness. At the conclusion of each course, students are asked to evaluate the course content and instructor competence using a standard evaluation form. The evaluation forms encourage students to assess the degree to which course objectives were achieved. The instructor will submit a copy of the evaluations to AEC for review. Upon review, the AEC can determine if curriculum changes are needed or if the instructor did not convey the information appropriately.

Periodically, AEC will perform instructor reviews. A representative from AEC will attend training classes to assess how effectively the instructor is presenting the POI.

7.0 SCHEDULING

Training schedules are developed in coordination with the installation, AEC, USACE, PO HSMS and MACOMS. Specific schedules for the various training courses are published in the monthly HSMS Newsletter, available through the Customer Assistance Office and through coordination with the course representatives. The table below outlines the general guidelines used to schedule the different training provided by the HSMS program.

TYPE OF TRAINING	SCHEDULED	POC
Work Group Orientation	After the Initial Site Visit or as required	Functional Contractor
Functional User Training	Immediately following HSMS hardware installation or as required by the installation	Functional Contractor
Functional User Training-Sustainment	Twice a year and/or as required	USAEC
Application Database Manager (ADBAM)	Twice a year and/or as required	PO-HSMS
Software Upgrade Training	As required	PO HSMS

8.0 COURSE DESCRIPTIONS

HSMS instruction focuses on four general types of training: orientation, functional, technical, and software upgrade. POIs are updated based on software changes and student evaluations.

8.1 Work Group Orientation (WGO)

<i>Purpose:</i>	WGO provides an overview of the HSMS Program to the installation's designated HSMS Working Group.
<i>Training Type:</i>	Orientation
<i>Target Audience:</i>	Installation HSMS Working Group. The Working Group, assembled by the IPO, is a group of individuals responsible for working out the implementation details associated with the HSMS Program. These individuals usually represent the following organizations on the installation: Logistics, Environmental, Public Works, Safety, Industrial Hygiene, Hazardous Waste Operations, Fire Department, and Information Management.
<i>Prerequisites:</i>	None
<i>Course Length:</i>	16 hours
<i>Course Per Year:</i>	One course per ISV
<i>Student Limit:</i>	15-20
<i>Location:</i>	Installation hosting HSMS ISV. IPO is responsible for securing a classroom facility for the appropriate number of attendees.
<i>Instructors:</i>	Functional Contractor assigned to installation
<i>POC:</i>	Bill Tagalicod, AEC Training Project Officer, (410) 436-1241, DSN 584-1241 Email: William.Tagalicod@aec.apgea.army.mil
<i>Course Description:</i>	WGO focuses on installation-specific implementation needs. The 16 hours of instruction consist of lecture, practical exercises, and technical demonstrations. Students may choose between a functional or technical workshop. Attendees receive a copy of the presentation materials, supporting documentation in soft and hardcopy format, practical exercises, and technical demonstrations.

8.2 Application Database Manager Training (ADBM)

<i>Purpose:</i>	ADBM Training provides instruction on the Oracle Relational Database Management System, Windows NT, HSMS application client-server relations, Crystal Reports, HSMS transactions, and HMMP.
<i>Training Type:</i>	Technical
<i>Target Audience:</i>	ADBM from HSMS installations. The ADBM designated at the installation normally attends this training no more than 3-4 months prior to their IOC date.
<i>Prerequisites:</i>	<p>Based on experience, the qualifications for an installation HSMS ADBM should include as a minimum:</p> <ul style="list-style-type: none">▪ A working knowledge of functionality of Windows NT including network management and communications features.▪ Experience in database management using a relational data base management system such as Oracle, Informix or Sybase.▪ Hands on experience in installation and maintenance of personal computers.• Some experience with network design, integration or operations.
<i>Course Length:</i>	7 days
<i>Course Per Year:</i>	2 or more as required
<i>Student Limit:</i>	16
<i>Location:</i>	Norfolk, Virginia or as designated
<i>Instructors:</i>	Program Support Contractor
<i>POC:</i>	Bert Walker, PO-HSMS, (703) 806-0510 Email: walkerb@peostamis.belvoir.army.mil
<i>Course Description:</i>	ADBM training is a 7-day course aimed at building upon student's technical knowledge and producing a competent HSMS database administrator. Instruction is comprised of lecture and hands-on practical exercises. Upon completion of the course, ADBMs will possess skills necessary for maintaining HSMS tables, adding users to HSMS, creating ad hoc reports from the HSMS data, and coordinating with the Directorate of Information Management (DOIM) and the Army Network Systems Operation Center (ANSOC) for back-up and recovery activities. In addition, each ADBM is provided with an overview of the functional features of the software.

ADBMs have first priority for available course slots. Army GS employees, followed by installation on-site HSMS contractors, Corps of Engineer HSMS implementation contractors and others are welcome to attend on a space available basis. The course is open to all personnel with Army HSMS associated individuals having priority. The AEC funds the course instruction. In addition, AEC provides travel/per diem funding for one attendee **per newly implementing installation**. Replacement ADBMs or additional personnel must be funded by the respective site or organization for the travel and per diem.

8.3 Functional User Training (FUT)

<i>Purpose:</i>	FUT provides HSMS software instruction for end users. Training focuses on transactions necessary for cradle-to-grave tracking of hazardous materials.
<i>Training Type:</i>	Functional.
<i>Target Audience:</i>	Installation HSMS users and ADBMs
<i>Prerequisites:</i>	Familiarity with using a computer for daily operations, such as using Microsoft Office.
<i>Course Length:</i>	32 hours.
<i>Course Per Year:</i>	One per implementing installation.
<i>Student Limit:</i>	Determined by classroom facility and identified HSMS users.
<i>Location:</i>	Installation implementing HSMS. IPO is responsible for securing classroom facility for the appropriate number of attendees.
<i>Instructors:</i>	Functional Contractor.
<i>POC:</i>	Bill Tagalicod, AEC Training Project Officer, (410) 436-1241, DSN 584-1241 Email: William.Tagalicod@aec.apgea.army.mil
<i>Course Description:</i>	FUT is a 4-day course provided to HSMS users immediately prior to HSMS implementation. The course provides in-depth training on the functionality of the software, including data entry, reports preparation, bar code labels, shelf-life management of materials and other related topics. Through lecture and hands-on exercises, the instructor teaches HSMS users how to navigate through the system, how to perform daily transactions, and how to coordinate HSMS tracking capability with HMMP business practices. The training is conducted in a computer training facility on or near the installation. The functional contractor tailors the course to meet the specific needs of the installation. Upon completion of the course, students should understand the functionality of each HSMS module. Students receive presentation materials and a step-by-step guide to common HSMS transactions.

8.4 Functional User Training – Sustainment

<i>Purpose:</i>	FUT-S is designed as non-installation specific hands-on user training which is geared toward new users or users looking for refresher training on the functionality of the HSMS software.
<i>Training Type:</i>	Functional
<i>Target Audience:</i>	Installation HSMS users
<i>Prerequisites:</i>	Familiarity with using a computer for daily operations, such as using Microsoft Office
<i>Course Length:</i>	32 hours
<i>Course Per Year:</i>	2 or more as required
<i>Student Limit:</i>	16
<i>Location:</i>	AEC Computer Training Facility at Aberdeen Proving Ground-Edgewood Area, Maryland
<i>Instructors:</i>	Program Support Contractor
<i>POC:</i>	Bill Tagalicod, AEC Training Project Officer, (410) 436-1241, DSN 584-1241 Email: William.Tagalicod@aec.apgea.army.mil
<i>Course Description:</i>	FUT-S is a new (FY01) additional hands-on user training that is available to installations that have implemented HSMS. FUT-S is designed as non-installation specific hands-on user training that is geared toward new users or users looking for refresher training on the functionality of the HSMS software. FUT-S instruction includes all HSMS software modules. FUT-S provides installations with a mechanism to help train personnel who are new to the program due to personnel rotation and support for advanced learning initiatives.

8.5 Software Upgrade Training (SUT)

Purpose: SUT aids HSMS installations transition to new versions of the software.

Training Type: Sustainment

Target Audience: Installation HSMS users and ADBM(s)

Prerequisites: Installation must be using the most current version of HSMS

Course Length: TBD

Course Per Year: TBD

Student Limit: 16

Location: AEC computer training facility, APG-EA, MD

Instructors: Program Support Contractor

POC: Bert Walker, PO-HSMS, (703) 806-0510
Email: walkerb@peostamis.belvoir.army.mil

Course Description: HSMS software is continually being improved to better serve the user community. When a software upgrade cannot be adequately explained in a written or electronic tutorial SUT is provided. The location, length, and target audience is not finalized until the training content is determined. Attendees of SUT are provided the tools necessary to upgrade/field a new version of HSMS.